

Garbacik routinely shares with his flock information about Polish worship services rooted in his ancestral homeland.

A humble man who enjoys the love and devotion of his parishioners, Father Garbacik demonstrates through his own life the true meaning of Christian love which leaves those whose lives he touches inspired and comforted.

Madam Speaker, please join me in congratulating Father Louis Garbacik and the Greater Hazleton Area Polonaise Society which has recognized the value of Father Garbacik's ministry.

#### SUPPORTING THE CARIBBEAN AS ITS WORKFORCE BOOMS

#### HON. CHARLES B. RANGEL

OF NEW YORK

IN THE HOUSE OF REPRESENTATIVES

*Tuesday, October 9, 2007*

Mr. RANGEL. Madam Speaker, I rise today to introduce the article, "Caribbean Call Centers Booming," published in New York CARIB News on September 19, 2007. The piece notes that American corporations are increasingly setting up centers in the Caribbean, breathing new life into the region's workforce and diversifying its economy.

A drop in communication costs has ushered in newfound competition, willing the area's island nations to extend tax incentives in search of business—and it's working. For those economies with the smallest populations, it's made a world of positive difference, injecting droves of new workers and reducing rampant unemployment.

#### CARIBBEAN CALL CENTERS BOOMING

CASTRIES.—In a global search for low-cost customer service, AOL considered call centers in India and other hotspots—then settled on the tiny island of St. Lucia.

In choosing the Caribbean island, AOL, a unit of Time Warner Inc., joined other U.S. companies that have made the region a new global hub for call centers.

Plunging communication costs, workers who relate easily to American customers and the region's famed hospitality are attracting American corporations, boosting the work force in the "nearshore" service industry in the Caribbean.

Jamaica is one of the leaders with about 14,000 employees in the sector. In the Dominican Republic, 18,000 agents, many of them bilingual, are handling calls in English and Spanish. Call centers dedicated to customer service have also opened in Barbados, Trinidad, and Dominica.

According to Robert Goodwin, the AOL manager who chose a call centre in St. Lucia, the islands all seem to be really positive as opposed to the surly attitudes you have in some of the other places. AOL still uses call centers in India and elsewhere for technical support and other services—taking advantage of that country's large numbers of workers with technical and advanced degrees.

But the Caribbean is becoming increasingly competitive in the call centre industry, with island governments offering tax and other incentives to lure companies to their shores.

Jamaica, for example, granted call centers "free zone" status that allows owners to repatriate 100 percent of their earnings tax-free. The Caribbean has taken only a tiny share of the market from still-hot India and

the Philippines, but the impact is huge on islands with tiny populations. In Montego Bay, a resort area on Jamaica's north coast that accounts for about half the island's call centre jobs, developers have rapidly built thousands of concrete, single-family homes to accommodate the workers.

The industry owes much of its success to a telecommunications liberalization that began sweeping former British colonies in the Caribbean about six years ago. As new suppliers have challenged the monopoly of Britain-based Cable & Wireless PLC, lower prices allowed the region to compete.

The collections and call-centre firm KM2, which holds the AOL contract in St. Lucia, has opened a site in Barbados and, according to owner David Kreiss, the firm is looking to expand again as new telecoms install fiber optic cable.

The number of people working at Caribbean call centers has increased from 11,300 in 2002 to a current total of 55,000, with an annual economic impact of US\$2.5 billion. Large American companies including Verizon, AT&T, Delta Air Lines, AIG and Nortel have used Caribbean call centers, while often keeping operations in Asia or elsewhere. While much of the profits go to U.S.-owned operators, the islands welcome the business to diversify their economies and counter high unemployment.

#### RECOGNIZING EMERGENCY NURSES WEEK

#### HON. LOIS CAPPS

OF CALIFORNIA

IN THE HOUSE OF REPRESENTATIVES

*Tuesday, October 9, 2007*

Mrs. CAPPS. Madam Speaker, I rise today to recognize October 7 through October 13 as Emergency Nurses Week.

As a nurse for over 40 years and the co-chair of the House Nursing Caucus, I have a longstanding commitment to the work nurses do and to highlight the impact they have on other important issues, such as homeland security preparedness efforts.

There are approximately 100,000 emergency nurses in the United States. Emergency nurses make a difference each day in peoples' lives, both within and beyond the traditional boundaries of the hospital emergency department. Working in areas such as critical care, research, technology, flight and ground transport and injury prevention, emergency nurses combine state-of-the-art skills with heartfelt compassion for those they serve.

Since 1989, the Emergency Nurses Association has celebrated the second Wednesday in October as Emergency Nurses Day, a day set aside to honor emergency nurses for their commitment to patient care. Starting in 2001, because 1 day is simply not enough to recognize all contributions made by emergency nurses, the Emergency Nurses Association expanded the celebration to devote an entire week to honoring emergency nursing.

This week is particularly important as evidenced by a survey conducted by the Emergency Nurses Association last year showing that 86 percent of emergency nurses had been victims of assault on the job at least once in the past 3 years. Nonetheless, a vast majority say they will continue to be emergency nurses in the years to come. This is a noble profession practiced by noble women and men and they deserve our recognition and thanks.

Emergency Nurses Day is Wednesday, October 10, and this year's theme, "Stepping into their lives when they need you the most" reflects the dedication of emergency nurses in the United States and around the world.

I would like to take this opportunity to commend the Emergency Nurses Association for its work to define the future of emergency nursing and emergency care. Founded in 1970, the Emergency Nurses Association serves as the voice of nearly 33,000 members and their patients.

Finally, Madam Speaker, I encourage all of our colleagues to help spread the word about the critical importance of nursing to our Nation's health care system. Also, I ask that my fellow colleagues join me and my cochair, Congressman STEVE LATOURETTE, in the work of the House Nursing Caucus.

I thank my colleagues for their attention to this important public health issue and again am pleased to recognize October 10 as Emergency Nurses Day and this week, October 7 through October 13, as Emergency Nurses Week.

#### SENIOR EXECUTIVE SERVICE DIVERSITY ASSURANCE ACT

#### HON. DANNY K. DAVIS

OF ILLINOIS

IN THE HOUSE OF REPRESENTATIVES

*Tuesday, October 9, 2007*

Mr. DAVIS of Illinois. Madam Speaker, I am pleased that Senator DANIEL AKAKA will be joining me today in introducing the Senior Executive Service Diversity Assurance Act. The act addresses the extremely important issue of diversity in the Senior Executive Service, SES. Senator AKAKA and I plan to continue our collaboration in the future, introducing additional legislation that will make a difference in the lives of Federal employees.

Our introduction of the Senior Executive Service Diversity Assurance Act would not have been possible without the hard work of the African American Federal Executives Association, the National Association of Hispanic Federal Executives, the Asian American Government Executives Network, Federally Employed Women, Blacks in Government, and the Senior Executive Association. I applaud them for not only raising the lack of diversity in the SES as an issue but for devoting their time and energy to work with our subcommittees to rectify it.

The lack of diversity in the SES has been a longstanding concern of mine. As a first step toward doing something about it, I asked the Government Accountability Office, GAO, to investigate the situation. GAO subsequently issued two reports—in 2001 and 2003. Both reports documented a poorly diversified SES. The 2003 report was entitled "Senior Executive Service: Enhanced Agency Efforts Needed To Improve Diversity as the Senior Corps Turns Over" (GAO-03-34). As the title suggests, this report revealed that while there will be a large amount of turnover in the SES in the years ahead due to retirements and attrition, it will not result in greater racial diversity. While there are numerous minorities in the pipeline ready to be promoted, to few are being given the opportunity to advance. Well, you might ask, why not, and what can be done about it?

In 2003, I joined then Office of Personnel Management, OPM, Director Kay Cole James in announcing the creation of OPM's SES Candidate Development Program. This program was created to address the lack of minority representation in the SES. Yet last July, when I attended the program's first graduation ceremony and saw few minority graduates, I realized that much more had to be done to effectively change the racial and the gender make up of the SES.

Diversity is valuable because it can bring a wider variety of perspectives and approaches to policy development and implementation. Minorities and women need to be at the table contributing when strategic planning, problem solving and decision making is taking place. Our ideas and talents can help strengthen an organization and lead to the achievement of results. That is not really happening today. What I see as I visit Federal agencies is a senior level workforce that is not reflective of the diverse people we serve.

As chairman of the House Subcommittee on Federal Workforce, Postal Service, and the District of Columbia, I held a hearing in May of this year on diversity in the SES. It was after that hearing that I began to meet with the Federal minority groups represented here to effect change that would help diversify the SES. The subcommittee met extensively with these groups and what we heard was that it was not a lack of training, experience, or minorities in the feeder pool that caused the lack of diversity in the SES. What we heard was that there are flaws in the selection process, and that there is a lack of oversight and accountability when it comes to promoting and hiring minorities in the SES. The Senior Executive Service Diversity Assurance Act aims to fix all of that.

The act establishes SES evaluation panels that are charged with reviewing the qualifications of all candidates for career reserve vacancies. The evaluation panels must be a diverse group consisting of three members. One must be a member of a racial or ethnic group and one member must be a woman. The panel will forward the names of the most qualified candidates to the Executive Resource Board.

In addition, the act establishes the Senior Executive Service Resources Office, SESRO, within OPM. The purpose of the SESRO is to ensure that the Senior Executive Service is reflective of the Nation's diversity and to establish and maintain records, to the extent possible, on the race, ethnicity, gender and disabilities of employees in the SES. This bill aims to create an environment where diversity will flourish. And where it does not, Congress will have the tools and information to hold agencies accountable.

Diversity of gender, ethnicity, age and disability, as well as diversity of education, thinking, and experience are crucial if the Federal workforce is to mirror the communities we live in and serve. To stay competitive in an increasingly global economy and recruit the best and brightest workforce, diversity is an issue that we must pay close attention to. All Americans want to work for organizations where they have the opportunity to use their knowledge and skills, develop their careers and be promoted to the highest levels. The Senior Executive Service Diversity Assurance Act is

going to give ethnic minorities and women that opportunity; an opportunity that does not broadly exist today.

Please see the attached Washington Post article dated October 5, 2007, entitled, "Bill Pushes Diversity Among Senior Executives."

(By Stephen Barr)

Legislation to promote diversity in the government's career executive ranks was introduced yesterday by the chairmen of the House and Senate federal workplace subcommittees.

Rep. Danny K. Davis (D-Ill.) and Sen. Daniel K. Akaka (D-Hawaii) said their bill would address the lack of diversity in the Senior Executive Service, the group of about 6,300 career executives who manage the day-to-day operations of the government.

The bill would establish a Senior Executive Service program office in the Office of Personnel Management. The proposed office would collect and maintain data on the race, ethnicity, gender and any disabilities of people who have been certified as qualified to serve in the SES.

The bill also would require federal agencies to establish SES evaluation panels to review the qualifications of applicants for SES jobs. Each panel would have three members. One must be a woman and one other a member of a racial or ethnic minority group.

"We are doing this really to try to bring about some improvement in the management of the Senior Executive Service and to enhance diversity," Akaka said.

Davis said "diversity is valuable because it can bring a wider variety of perspectives and approaches to policy development and implementation. Minorities and women need to be at the table to contribute when strategic planning, problem solving and decision making take place."

Davis added, "What I see as I visit federal agencies is a senior-level workforce that is not reflective of the diverse people we serve."

Reports by the Government Accountability Office show that "the numbers of women and minorities are low in the SES," Akaka said. Davis said the reports "documented a poorly diversified SES."

Of the 6,349 career SES members, the most recent GAO tally counted 325 African American men, 221 African American women, 164 Hispanic men and 65 Hispanic women.

That demographic profile of the SES, which was released in May, also showed there were 90 Asian-Pacific Islander men, 56 Asian-Pacific Islander women, 59 American Indian/Alaska native men and 27 American Indian/Alaska Native women.

The overwhelming majority of SES members were white—3,900 white men and 1,436 white women.

The GAO tally also included six as "unspecified."

Davis, an African American who represents a Chicago district, and Akaka, a Native Hawaiian, said they want the OPM to track the racial, ethnic and gender diversity of the SES because a significant number of federal executives will soon retire. The OPM estimates that 90 percent of federal executives will be eligible to retire over the next 10 years.

However, a GAO analysis in 2003 suggested that the projected turnover in the SES "will not result in greater racial diversity," Davis said. "While there are numerous minorities in the pipeline ready to be promoted, too few are being given the opportunity to advance."

Leaders of employee groups were on hand for yesterday's announcement to show support for the legislation.

They included William A. Brown Sr., president of the African American Federal Executives Association; Jose Osegueda, president of the National Association of Hispanic Federal Executives; Carson K. Eoyang, executive director of the Asian American Government Executives Network; Rhonda Trent, president of Federally Employed Women; and Darlene H. Young, president of Blacks in Government.

Carol A. Bonosaro, president of the Senior Executives Association, issued a statement in support of increasing diversity in the SES. Bonosaro, who was attending the funeral of a SES member, said her group was pleased to see the bill consolidates policy and program management of the SES at OPM.

An OPM spokeswoman said the administration is reviewing the Davis-Akaka proposal.

## HONORING THE RETIREMENT OF JEANIE BELL WINSLOW

### HON. TOM DAVIS

OF VIRGINIA

IN THE HOUSE OF REPRESENTATIVES

*Tuesday, October 9, 2007*

Mr. TOM DAVIS of Virginia. Madam Speaker, I rise today to honor Mrs. Jeanie Bell Winslow on the occasion of her retirement after 40 years of dedicated public service to the Federal Government.

Mrs. Winslow began her career in federal service as a travel agent for the United States Army Audit Agency, where she was responsible for arranging official passenger travel, both domestic and international. In 1981, she spent 2 years at the Military Traffic Management Command (MTMC) learning about all modes of transportation as an intern for the Department of Army. After her internship, she was assigned to the Directorate of Personal Property at the MTMC for whom she managed military/industry symposiums and councils, and played a key role in responding to White House and congressional inquiries. While at the MTMC, Mrs. Winslow was also responsible for managing standard agreements with airline, air taxi and rental car companies who provide service to the Department of Defense. She managed the Federal Government's rental car program and represented the MTMS on various General Services Administration panels that sought to evaluate bids for the city-pair contract.

Since joining the Surface Deployment and Distribution Command (SDDC), Mrs. Winslow has managed their annual training symposium and Quality Award and Excellence in Transportation Awards Program, as well as legislative affairs and trade publications. As a result of her efforts, the SDDC's award-winning Translog magazine has doubled in issue size to 44 pages. Mrs. Winslow will retire as the Acting Director of the Command Affairs Office at the SDDC.

Madam Speaker, in closing, I would like to extend my heartfelt thanks to Jeanie Bell Winslow for her years of service and dedication to the Federal Government. I ask my colleagues to join me in congratulating Mrs. Winslow on her retirement and wishing her the best of luck in all future endeavors.